

**Paper reference 20161K**  
**Pearson BTEC**  
**Level 3**  
**Nationals Extended Diploma**

**INFORMATION TECHNOLOGY**  
**UNIT 14: IT SERVICE DELIVERY**  
**(Part B)**

**Supervised hours: 8 hours plus your  
additional time  
allowance**

**Information Booklet**

**Y64722A**

## **SET TASK BRIEF**

**Fullwick Comprehensive School is based in Shropshire and will be moving to a new building with new equipment.**

**The school will occupy the new building in phases, with Years 7 and 8 moving in September 2020. There will be 21 members of staff that include teaching and nonteaching staff, and approximately 250 students.**

**In phase one, the school will occupy 9 classrooms, 1 learning resources centre (LRC), and 10 offices for IT support, teaching and administration staff.**

**The school has not purchased any IT equipment. The school needs your help to recommend an efficient IT system to store and manage its information and data requirements.**

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**TABLE**

<b>FULLWICK COMPREHENSIVE SCHOOL</b>	
<b>Location</b>	<b>Shropshire</b>
<b>Number of staff – 21</b>	<b>Headteacher (1), Deputy Headteacher/ Safeguarding Manager (1), Teaching Staff (7), Classroom Support (2), Heads of Year (2), Year Group Support (2), Administrative Staff (2), Learning Resource Centre Assistant (1), Receptionist (1), IT Support Staff (2).</b>

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<b>Staff information</b>	<p><b>HEADTEACHER</b></p> <ul style="list-style-type: none"> <li>● Overall management of the school</li> <li>● Ensuring a safe and secure environment</li> <li>● Recruiting/managing of staff</li> <li>● Setting policies and procedures.</li> </ul> <p><b>DEPUTY HEADTEACHER/ SAFEGUARDING MANAGER</b></p> <ul style="list-style-type: none"> <li>● Management of the school in Headteacher's absence</li> <li>● Behaviour management</li> <li>● Responsibility for safeguarding</li> <li>● Constructing lesson timetable.</li> </ul>
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<b>Staff information continued</b>	<b>HEADS OF YEAR</b> <ul style="list-style-type: none"> <li>● Liaise with staff, students and parents/ guardians</li> <li>● Liaise with Classroom Support</li> <li>● Monitor progress of students</li> <li>● Lead and manage a team of teachers.</li> </ul> <b>YEAR GROUP SUPPORT</b> <ul style="list-style-type: none"> <li>● Administration for the year group</li> <li>● Liaise with parents/ guardians on student progress</li> <li>● Administration duties for school excursions</li> <li>● Produce attendance and punctuality reports.</li> </ul>
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<b>Staff information continued</b>	<b>TEACHING STAFF</b> <ul style="list-style-type: none"><li>● Register attendance and punctuality of students</li><li>● Record and monitor academic progress of students</li><li>● Prepare and teach lessons.</li></ul> <b>CLASSROOM SUPPORT</b> <ul style="list-style-type: none"><li>● Record progress of a group or an individual student.</li><li>● Gives academic support to a group or an individual student.</li></ul>
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<b>Staff information continued</b>	<b>ADMINISTRATIVE STAFF</b> <ul style="list-style-type: none"> <li>● <b>General communication with parents and students</b></li> <li>● <b>Managing benefits for school meals, transport and/or clothing</b></li> <li>● <b>Provide administrative support for Headteacher/ Deputy Headteacher.</b></li> </ul> <b>LEARNING RESOURCE CENTRE (LRC) ASSISTANT</b> <ul style="list-style-type: none"> <li>● <b>Managing issuing and return of library books</b></li> <li>● <b>Allocating 20 computers in the LRC area</b></li> <li>● <b>Assisting students with IT related issues.</b></li> </ul>
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<b>Staff information continued</b>	<b>RECEPTIONIST</b> <ul style="list-style-type: none"><li>● <b>General receptionist duties</b></li><li>● <b>Operating the main entrance security system</b></li><li>● <b>Issuing visitor security passes.</b></li></ul>
<b>IT Support</b>	<b>IT SUPPORT STAFF</b> <ul style="list-style-type: none"><li>● <b>Managing and providing support for IT systems.</b></li></ul>

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<b>Rooms – 20</b>	<b>GENERAL CLASSROOMS (7)</b> <ul style="list-style-type: none"><li>● 1 staff PC in each classroom.</li></ul> <b>IT CLASSROOMS (2)</b> <ul style="list-style-type: none"><li>● 20 student PCs in each classroom</li><li>● 1 staff PC in each classroom.</li></ul> <b>LRC (1)</b> <ul style="list-style-type: none"><li>● 20 student PCs</li><li>● 1 staff PC.</li></ul>
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<b>Rooms continued</b>	<b>HEADTEACHER'S OFFICE (1)</b> <ul style="list-style-type: none"><li>• Dedicated PC.</li></ul> <b>DEPUTY HEADTEACHER'S OFFICE (1)</b> <ul style="list-style-type: none"><li>• Dedicated PC.</li></ul> <b>ADMINISTRATION STAFF OFFICE (1)</b> <ul style="list-style-type: none"><li>• 2 dedicated PCs.</li></ul> <b>RECEPTION AREA (1)</b> <ul style="list-style-type: none"><li>• 1 dedicated PC.</li></ul> <b>IT SUPPORT ROOM (1)</b> <ul style="list-style-type: none"><li>• Suitable IT equipment for 2 IT support staff.</li></ul>
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<b>Rooms continued</b>	<b>HEADS OF YEAR OFFICES (2)</b> <ul style="list-style-type: none"><li>● 1 dedicated PC in each room.</li></ul> <b>YEAR GROUP SUPPORT OFFICE (1)</b> <ul style="list-style-type: none"><li>● 2 dedicated PCs.</li></ul> <b>TEACHING STAFF OFFICES (2)</b> <ul style="list-style-type: none"><li>● 4 dedicated PCs in each room.</li></ul>
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**In the future Fullwick Comprehensive School is looking to improve systems by providing:**

- **an extension to the network to accommodate the increasing size of the school**
  - **a website with the necessary hardware and software**
  - **secure remote access for students.**
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